Ministry of Technology, Innovation and Citizens' Services

2014/15 Annual Service Plan Report

For more information on the Ministry of Technology, Innovation and Citizens' Services, see contact information in Appendix A, or contact:

The Ministry of Technology, Innovation and Citizens' Services

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Minister's Message and Accountability Statement

It is my honour to present the 2014/15 Annual Service Plan Report for the Ministry of Technology, Innovation and Citizens' Services. The ministry has a multi-faceted and dynamic role focused on achieving three core goals: to create conditions for B.C. businesses to be successful; to enable improved citizens' interactions with government; and to deliver efficient and effective services to the public sector.

We continue to support the development and commercialization of technology, and position our province as a destination for the technology sector and innovation. Supporting the technology industry to move ahead, and attract and retain talent, employers and investors, is central to the ministry's mandate detailed in the *BC Jobs Plan* and *B.C.'s Technology Strategy*. The BC Venture Acceleration Program is a key part of this strategy, showing solid success in its first year of operation. This structured venture growth program is offered by 13 partners and provides local technology start-ups with mentorship, so that they can grow and succeed.

The ministry continues to streamline processes and access to information so it's easier for businesses and citizens to access government resources. The Information Access Operations branch works to ensure government is open and transparent, while taking on the challenge of managing an ever increasing volume of information.

The ministry also has a collective goal to ensure the successful implementation of the BC Services Card. Ministry staff worked diligently and consulted with other ministries and organizations, including the Office of the Information and Privacy Commissioner, on the new services card. Currently, more than two million BC Services Cards have been issued to citizens.

High-speed Internet and cellular connectivity are critical to the success of online services. With a focus on collaborative partnerships, British Columbia's digital infrastructure continues to expand to bring us closer to achieving government's goal of 100 per cent high-speed Internet access by 2021. Through all our efforts, over 93% of British Columbians currently have access to high-speed Internet.

Thank you to the ministry staff who continue to impress me as they work to provide effective programs and services, and work to control spending and balance the budget so we can build a brighter future and stronger economy for all British Columbians.

The *Ministry of Technology, Innovation and Citizens' Services 2014/15 Annual Service Plan Report* compares the ministry's actual results to the expected results identified in the *2014/15 - 2016/17 Service Plan*, and is prepared in accordance with the *Budget Transparency and Accountability Act*. I am accountable for those results as reported.

Honorable Amrik Virk
Minister of Technology, Innovation and Citizens' Services

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Purpose of the Ministry

The Ministry of Technology, Innovation and Citizens' Services performs a dynamic role in government to support businesses, citizens, government ministries and broader public sector organizations. The mandate of the ministry is to grow British Columbia's technology sector, champion innovation, and enable the delivery of cost-effective, accessible and responsive services.

The ministry supports businesses by making it easier for them to work with government, and by making the province a destination for the technology sector and innovation. Citizens have easier access to services and information, while ensuring their privacy is protected and their identity information is secured. The ministry ensures services meet the changing needs of its public sector clients while ensuring they are cost-effective, accessible and responsive. The ministry seeks out and leverages strategic vendor relationships and contracts so that the public sector – as a whole – can gain process and financial efficiencies. The Minister oversees the Knowledge Network Corporation, which delivers quality educational programming that is relevant and accessible to all citizens. The Minister also oversees the BC Innovation Council (BCIC), the province's lead agency for accelerating the commercialization of technology and advancing entrepreneurship with partners located in all regions of the province.

Strategic Direction and Context

Strategic Direction

The Minister's Mandate Letter, addressed from the Premier on June 10, 2013 to the former Minister of Technology, Innovation and Citizens' Services, the Honourable Andrew Wilkinson, outlined a work plan for the ministry. This letter stated that technology is transforming all facets of society, including the way citizens interact with government. Our government has made a choice to be open and accessible, especially to citizens wishing to access information online. It is the ministry's task to continue to improve our government-citizen interactions. The province's technology industry has unlimited opportunities and is a significant contributor to the success of our *BC Jobs Plan*. It is the ministry's responsibility to work with industry and the BC Innovation Council to determine how government can help the industry move ahead and attract and retain talent and firms.

Provincial and public sector organizations in B.C. are operating under new Taxpayer Accountability Principles that strengthen cost consciousness, accountability, appropriate compensation, service and respect, and ensure government operates with integrity, including a requirement to establish a strong ethical code of conduct for all employees and executives. The Taxpayer Accountability Principles are being integrated into the operation of provincial public sector entities.

Strategic Context

As a result of Core Review, operational changes took place in the reporting year. In February 2014, a decision was made to move the office products line of business to an outsourced model. This new model resulted in the ministry managing a vendor contract with Staples Advantage for office supplies. Staples Advantage was chosen through a competitive process and the online service began in January 2015.

In addition, the Queen's Printer changed as a part of Core Review. The Queen's Printer is responsible for managing the print requirements for government and a decision was made to outsource the remaining 50 per cent of printing work that the Queen's Printer was producing in-house. As of the summer 2015, all print work will be brokered to the private sector. The Queen's Printer will continue to manage all print and publishing requests through its brokerage department using its years of print purchasing experience to provide maximum value. In addition to print brokering, the Queen's Printer will continue to deliver electronic publishing services, BC Laws, and protocol and recognition products.

An organizational shift in some of the ministry's services had an effect on results in 2014/15. In December of 2014, Government Communications and Public Engagement (GCPE) relocated to the Ministry of Advanced Education. GCPE provides a variety of communications services and expertise, and works closely with other provincial, federal and municipal government representatives, media, industries, associations, interest groups, and the general public.

B.C.'s economic factors had a favourable impact on performance in the reporting year. British Columbia's real GDP increased by 2.6 per cent in 2014 (according to preliminary GDP by industry data from Statistics Canada), following growth of 1.9 per cent in 2013. Strong retail sales growth was partly driven by increased tourism and interprovincial migration, while continued low interest rates supported housing starts growth. Despite unbalanced external demand, B.C. exports and manufacturing shipments posted notable gains. Meanwhile, employment in B.C. increased modestly. Several risks to British Columbia's economy remain, including the potential for a slowdown in domestic and US activity, ongoing fragility in Europe, and slower than anticipated Asian demand, particularly in China. Additional risks include a fluctuating Canadian dollar and weak inflation, in part due to lower oil prices.

Report on Performance

The June 2013 Minister's Mandate Letter clearly stipulated that the technology industry in our province has limitless opportunity and will significantly support the success of our *BC Jobs Plan*. The ministry is working with the BC Innovation Council to determine how government can help the industry move ahead and attract and retain talent and firms. The letter also describes how our government has made a deliberate choice to be as open and accessible as possible, especially to citizens wishing to access information online. To achieve this, the ministry has continued to improve our government-citizen interactions.

Moreover, the ministry must ensure that its internal operations are managed in a fiscally responsible way so that financial efficiencies can be achieved. The ministry continues to contribute to government's overall fiscal discipline by looking for opportunities to streamline processes. The Taxpayer Accountability Principles of cost-consciousness, accountability, service and respect are demonstrated through the development of a continuous improvement culture, which is well underway and is being embraced by the ministry. Within this culture, employees are engaged, empowered, supported and held accountable to develop effective processes that deliver value to British Columbians.

The goals, objectives, strategies and performance measures of the ministry align with the Taxpayer Accountability Principles, reflecting the priorities and values of government and the citizens of British Columbia. The principles strengthen accountability, promote cost control, and ensure government

operates in the best interest of taxpayers, including a requirement to establish a strong ethical code of conduct for all employees and executives. The Crown corporation reviews and core reviews have identified opportunities to enhance public sector governance and increase public sector accountability to taxpayers.

In the 2014/15 – 2016/17 Service Plan, Government Communications and Public Engagement (GCPE) planned to measure its ability to provide a timely response to media inquiries through an annual performance measure associated with making it easier for citizens and businesses to interact with government. Since GCPE moved to the Ministry of Advanced Education within the reporting year, any references to GCPE will be included in the Ministry of Advanced Education 2014/15 Annual Service Plan Report.

Goals, Objectives, Strategies and Performance Results

The goals, objectives and strategies of the 2014/15 – 2016/17 Service Plan aligned with the ministry's internal operations, while maintaining the external focus critical to the organization's success in serving the public.

Goal 1: Create conditions for B.C. businesses to be successful

Central to the ministry's mandate detailed in the *BC Jobs Plan* and *B.C.'s Technology Strategy* is supporting the technology industry to move ahead, and attract and retain talent, employers and investors. In the reporting year, the ministry worked with the BC Innovation Council to help foster collaboration between the technology industry, academia and other parts of government to enable job growth. This kind of collaboration and co-operation has enabled innovative ideas from industry and post-secondary institutions to become successful commercial ventures. In further support of small and medium business success and economic development in the province, the ministry consulted the business community to find ways to streamline government services and processes. As a result, a key focus of 2014/15 was to make it easier for businesses to access government procurement opportunities.

Objective 1.1: Position B.C. as a destination for the technology sector and innovation

Strategies

Key strategies for this objective:

- Encourage the development, commercialization and adoption of technologies and processes that align with government priorities;
- Work with private sector, post-secondary partners and other ministries in support of *B.C.'s Technology Strategy*;
- Encourage commercialization and knowledge transfer between universities and businesses; and
- Review government spending on innovation and research, and recommend how those funds can be re-deployed in the sector to support commercialization and job creation.

Objective 1.2: Streamline processes and access to information and services so it's easier for businesses to access government resources

Strategies

Key strategies for this objective:

- Make it easier for businesses to access and compete for government work;
- Have a contact point or resource to provide advice about government procurement; and
- Partner with businesses to simplify and improve interactions with government.

Performance Measure 1: Increases in co-op placement uptake as a result of expanding the BC Training Tax Credit Program to include co-op and placement in small technology firms

Performance Measure	2012/13 Actual	2013/14 Actual	2014/15 Target	2014/15 Actual	2015/16 Target	2016/17 Target
The number of co-op students undertaking private business placements in B.C.	6,109	6,188	6,500	6,701	7,000	7,500

Data Source: **BC Co-op Education Statistical database**

Achieving the goal of creating conditions for B.C. businesses to be successful involves facilitating their access to talent and to entrepreneurial expertise. The BC Innovation Council is responsible for developing programs to jump-start new companies. A new B.C. grant initiative has been developed to increase the number of co-op students undertaking co-op placements in small technology firms.

This measure contributes to business success by improving access to talent through increased co-op placements. It relates to the ministry's efforts to encourage co-op student placements in the private sector, especially in the technology sector. An increase in the number of co-op students undertaking placements in the private sector may indicate that government's efforts contributed to a positive outcome. Increasing co-op placements will also ensure that students have the necessary real-world experience in technology firms, which will improve the quality of their training and job prospects. Tracking the increase of co-op placements will validate the new co-op initiative.

Results show there were 12,852 co-op placements of B.C. students throughout the world in 2014/15, of which 6,701 were placements in private sector businesses in B.C. – 52 per cent of all B.C. student co-op placements. Data is tracked by the BC Co-op Association and Accountability Council, a section of the Association of Co-op Education of BC-Yukon.

There was an increase in placements in 2014/15 while the initiative was not yet implemented. The increase in private sector hiring co-op students may be due to many factors. For example, this

includes the economic recovery of our province and the government's efforts with implementing the *BC Jobs Plan*. The 8.3 per cent increase between 2013/14 and 2014/15 results indicate a willingness of the private sector to hire and train more students in British Columbia.

Further efforts from government, through the co-op initiative, will contribute to maintain, and even increase, this momentum.

Goal 2: Make it easier for citizens and businesses to interact with government

As stated in the Minister's Mandate Letter, citizens and businesses want more access, choice and options to access government services and information, and better integration across all government services provided by the ministry. Technology is rapidly affecting all aspects of our daily lives. Ministry research tells us that citizens and businesses want more access, choice and options to access government services and information, especially online. They also want better integration across all government services provided by the ministry, whether it is in-person, online or on the telephone. In expanding choice and greater access to services online, the ministry needs to ensure that their privacy and information is secure and protected.

Objective 2.1: Citizens and businesses can easily access government services and information

Strategies

Key strategies for this objective:

- Make it easier to access services and information with on-demand and self-service options;
- Improve integration of in-person government services in communities;
- Enable a consistent user experience for in-person, telephone and online services; and
- Provide timely and appropriate information to the media, and directly to the public, so they can develop opinions to enable informed debate on decisions taken by government.

Performance Measure 2: Citizen Satisfaction

Performance Measure	2011/12 Baseline	2013/14 Actual	2014/15 Target	2014/15 Actual[1]	2015/16 Target	2016/17 Target
Citizen Satisfaction	90%	Biennial survey; next survey in 2014/15	At least 90%	94%	Biennial survey; next survey in 2016/17	At least 90%

Data Source: **BC Stats**

[1] Calculated as a weighted average of the in-person and telephone survey results based on the volume of citizens served by each channel. The margin of error for this key question is ±0.81 percentage points at the 95% confidence level. This means that if the surveys were conducted 100 times, between 95.7% and 97.3% of respondents would report they were 'satisfied' with the quality of service on 95 out of the 100 surveys.

This performance measure is based on biennial surveys that focus on the satisfaction of citizens when they access government programs and information in-person through Service BC Centres, and by telephone through the Service BC Contact Centre. Citizen satisfaction is very high within Service BC, and strategies to not only maintain this high level of satisfaction but to continue to exceed it, are in place to make it easier for citizens to interact with government. A further change in the in-person survey methodology was introduced to continue to reduce survey bias. The in-person survey was administered by an independent vendor hired by BC Stats to conduct intercept surveys for five days within a two-week period. Eight locations were selected on the basis of regional representation and accessibility. The Contact Centre survey methodology remained unchanged.

Performance Measure 3: Business Satisfaction

Performance Measure	2011/12 Baseline	2013/14 Actual	2014/15 Target	2014/15 Actual[1]	2015/16 Target	2016/17 Target
Business Satisfaction	89%	Biennial survey; next survey in 2014/15	At least 89%	87%	Biennial survey; next survey in 2016/17	At least 90%

Data Source: **BC Stats**

[1] Margin of error is ± 2% at the 95% confidence level. If the survey was repeated many times, then 95% of the time, the survey would find business satisfaction to be between 85% and 89%.

The second Service BC Registries and Online Services Satisfaction Survey was conducted in March 2015 to assist in assessing the quality of existing services and to provide a basis for strategic planning for the effective delivery of services in the future. A total of 15,500 businesses that had used Corporate Online, Name Requests Online and/or OneStop Business Registries between September 2014 and February 2015 were randomly selected to participate in the online survey via an emailed invitation. The core business satisfaction question was revised from the 2011/12 survey to adopt best practice questions used across the country. Business satisfaction is very high within Service BC's Registries and Online Services, and strategies to not only maintain this high-level of satisfaction, but to eventually exceed it, are in place to make it easier for businesses to interact with government.

Performance Measure 4: Cost to complete a Freedom of Information request

Performance Measure	2008/09 Baseline	2013/14 Actual	2014/15 Target	2014/15 Actual	2015/16 Target	2016/17 Target
Average cost to complete an FOI request by IAO	$1,190	$804	Outperform baseline by at least 20%	$943	Outperform baseline by at least 20%	Outperform baseline by at least 20%

Data Source: **Corporate Request Tracking System and AXIS Tracking System**

Government tracks every Freedom of Information (FOI) request received and regularly reports out to the public on a quarterly and annual basis. In January 2009, FOI services were consolidated under Information Access Operations (IAO) to provide centralized service to client ministries.

This performance measure tracks the average cost to process an FOI request. The number of FOI requests received by government has increased in the years since centralization in 2009, and IAO aims to provide the best service to ministry clients and the public in a manner that is efficient for taxpayers. In addition to leveraging the benefits of centralization, substantial productivity gains have been achieved through continuous improvement projects, and increased specialization and professionalization of FOI analysts.

In 2014/15, IAO met its target of outperforming the baseline by at least 20 per cent. The average cost to complete an FOI request was $943, which is 21 per cent improvement over the baseline. This means that IAO is providing more efficient FOI services to all government ministries. Although the total numbers of requests, both received and closed, in 2014/15 were down, government responded to approximately 25 per cent more requests than in the baseline year, and with the same overall budget.

The average cost to process an FOI request was up slightly in 2014/15 over the previous year. The main reason for this was an increase in the number of requests that result in large volumes of records requiring substantial review in order to protect personal privacy and other legislative obligations.

Performance Measure 5: Timely response to media inquiries

This performance measure is an average of two indicators from the office of Government Communications and Public Engagement (GCPE) and its ability to provide a timely response to media inquiries. Since GCPE moved to the Ministry of Advanced Education within the reporting year, the results of this performance measure will be included in the Ministry of Advanced Education's 2014/15 Annual Service Plan Report.

Performance Measure 6: Percentage of First Nations with access to broadband facilities

Performance Measure	2007/08 Baseline[1]	2013/14 Actual[2]	2014/15 Target	2014/15 Actual[2]	2015/16 Target	2016/17 Target
Percentage of First Nations with access to broadband facilities	42% (85 of 203 First Nations)	91% (184 of 203 First Nations)	94% (190 of 203 First Nations)	94% (190 of 203 First Nations)	96% (195 of 203 First Nations)	100% (203 of 203 First Nations)

Data Source: Network BC and All Nations Trust Company

[1] The baseline for this measure was confirmed based on the completion of a broadband assessment in mid-2007. (Data Source: Network BC)

[2] The actual for this measure is confirmed based on the completion of an annual broadband assessment. (Data Source: All Nations Trust Company)

This performance measure demonstrates the level of success in enabling First Nations communities' access to broadband Internet services. The province provides assistance in the development of strategies to upgrade telecommunication transport and backhaul infrastructure[1] that allows service providers to connect First Nations homes, businesses and schools to the Internet.

The provincial government continues to support First Nations-led connectivity initiatives that provide access to broadband Internet services. The targets presented are based on information received from several sources, and are subject to change during the upgrade process depending on weather conditions, terrain and remoteness of each community. The province does not have direct control over the targets, as this initiative is being delivered externally by First Nations organizations.

This measure does not take into account the number of communities with last mile infrastructure[2] in place, the number of communities with local high-speed services available, or the take-up (i.e., end-user) usage rate of how many users there are.

Objective 2.3: Protect and secure citizens' privacy and information

Strategies

Key strategies for this objective:

- Provide effective and secure identity management solutions that help citizens to access a wider range of services through the BC Services Card; and
- Ensure optimal training for the public service on security, privacy and information sharing policies and practices to protect citizens' privacy.

Goal 3: Deliver efficient and effective services to the Public Sector

In today's fiscal environment, the Taxpayer Accountability Principles strengthen cost consciousness, accountability and service, and ensure that government operates with integrity. Through active and ongoing budget management and monitoring, the ministry is creative and innovative about assets like real estate and technology so they are well managed, cost-effective and secure. Additionally, the ministry must ensure that public service employees have the workplace tools they need to do their work effectively, such as up-to-date systems and equipment, policies and flexible office space options that will enable them to be most effective.

Objective 3.1: Information technology and real estate services meet the changing needs of core government and broader public sector organizations

[1] Backhaul Infrastructure is a network connection that transports data traffic from one point-of-presence to another or from a point-of-presence to a location that contains the Internet gateway.

[2] Last Mile Infrastructure is the components used to connect homes and businesses to the Internet service provider's point-of-presence. This may include routers, towers, antennae, fibre optical, cable, digital subscriber line equipment, cable modems, wireless radios and so on.

Strategies

Key strategies for this objective:

- Continue to set the strategic direction for information management and information technology;
- Foster strategic vendor relationships for cost savings and innovative service development;
- Implement a real estate strategy that ensures buildings are safe, secure, efficient and fully utilized; and
- Reduce greenhouse gas emissions and energy consumption by using technology and changing employee behaviour.

Objective 3.2: Public service employees have the workplace tools they need to do their jobs effectively

Strategies

Key strategies for this objective:

- Implement innovative office space designs to enhance effective employee collaboration and mobility; and
- Enable flexibility and choice in technology tools by developing creative and secure approaches for staff to conduct their work.

Objective 3.3: Provide core government and the broader public sector with cost-effective, accessible and responsive services

Strategies

Key strategies for this objective:

- Leverage the benefits of shared services and strategic partnerships across government and the broader public sector;
- Improve corporate supply arrangements to further reduce costs and increase value for money; and
- Continually improve business processes and reduce service delivery costs.

Performance Measure 7: Percentage of vacant office space

Performance Measure	2011/12 Baseline	2013/14 Actual	2014/15 Target	2014/15 Actual	2015/16 Target	2016/17 Target
Percentage of vacant office space	1.5%	1.22%	<1.65%	1.65%	<1.65%	<1.65%

Data Source: **@REALBC reporting system**

This measure demonstrates the ministry's efficiency in managing office space infrastructure. This includes the prudent procurement and allocation of facilities for government program use. Diligent office space management reduces costs and demonstrates stewardship of resources on behalf of citizens. Care must be taken in establishing targets, as prudent holdings improve effectiveness, reduce costs by providing space for shorter-term programs and temporary space during renovations, and improve responsiveness to emerging needs.

Performance Measure 8: Administrative Cost of Delivering Shared Services

Performance Measure	2012/13 Baseline	2013/14 Actual	2014/15 Target	2014/15 Actual	2015/16 Target	2016/17 Target
Administrative cost, as a percentage of gross expenditures, to deliver shared services	1.8%	1.7%	< 2.0%	1.5%	< 2.0%	< 2.0%

This measure demonstrates the ministry's effective and efficient use of financial resources in delivering shared services. Containing administrative costs at an effective level ensures that maximum funding is available to deliver services to core government and broader public sector organizations.

The ministry reduced administrative overheads in the four years leading up to fiscal 2012/13, resulting in only 1.8 per cent spent, or $13.9 million, on administration to support shared services. Since that time, the ministry has implemented continuous improvement initiatives that focus on administrative unit efficiencies in order to maintain and better this baseline.

The percentage measure is calculated by dividing the actual expenditures for administrative business units within shared services and corporate services by the total gross expenditures of shared services.

Financial Report

Management Discussion and Analysis

A summary of the financial results for the Ministry of Technology, Innovation and Citizens' Services is presented below. In 2014/15, the ministry managed within its budget and other authorizations, ending the year with a small net surplus. Similar to recent past years, the priority for the ministry was to maintain core services in light of the current fiscal situation faced by government. The approach taken by the ministry was to protect services to citizens and businesses by scaling back on non-core activities that would not impact external clients. Shared Services BC continued to look for efficiencies and savings achieved in both office space and systems charges incurred, on behalf of all government ministries.

To help government achieve its fiscal targets over the three-year budget plan, the ministry will continue to practice fiscal discipline and adhere to expenditure management controls. The ministry will continue to look at innovative ways to deliver services to meet its clients' needs in a cost-effective manner.

Financial Report Summary Table

	Estimated[1]	Other Authorizations[1]	Total Estimated	Actual	Variance
Operating Expenses ($000)					
Services to Citizens and Businesses	17,724	0,000	17,724	16,865	(859)
Office of the Chief Information Officer	12,442	1,679	14,121	15,832	1,711
Innovation and Technology	8,487	0,000	8,487	11,253	2,766
Executive and Support Services	25,560	(447)	25,113	21,549	(3,564)
Logistics and Business Services	12,182	0,000	12,182	13,451	1,269
Real Property	267,036	0,000	267,036	266,161	(875)
Technology Solutions	146,322	0,000	146,322	145,853	(469)
Government Communications and Public Engagement	26,155	(26,155)	0,000	0,000	0,000
Strategic Initiatives	11,100	(11,100)	0,000	0,000	0,000

	Estimated[1]	Other Authorizations[1]	Total Estimated	Actual	Variance
Sub-Total	**527,008**	**(36,023)**	**490,985**	**490,964**	**(21)**
Adjustment of Prior Year Accrual[2]	0,000	0,000	0,000	(3,121)	(3,121)
Total	**527,008**	**(36,023)**	**490,985**	**487,843**	**(3,142)**
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)					
Shared Services BC	194,468	0,000	194,468	174,938	(19,530)
Total	**0,000**	**0,000**	**0,000**	**0,000**	**0.000**
Other Financing Transactions ($000)					
Real Property – Release of Assets for Economic Generation					
Receipts	(5,000)	0,000	(5,000)	(2,678)	(2,322)
Disbursements	5,000	0,000	5,000	3,450	1,550
Net Cash Source (Requirements)	0,000	0,000	0,000	772	(772)
Total Receipts	**(5,000)**	**0,000**	**(5,000)**	**(2,678)**	**(2,332)**
Total Disbursements	**5,000**	**0,000**	**5,000**	**3,450**	**1,550**
Total Net Cash Source (Requirements)	**0,000**	**0,000**	**0,000**	**772**	**(772)**

[1] "Other Authorizations" include Supplementary Estimates, Statutory Appropriations and Contingencies. Amounts in this column are not related to the "estimated amount" under sections 5(1) and 6(1) of the Balanced Budget and Ministerial Accountability Act for ministerial accountability for operating expenses under the Act.

Transfers To/From other Ministries due to Government Re-organization ($37.7m)

Board Resourcing and Development Office ($0.447m)

Government Communications and Public Engagement ($26.155m)

Strategic Initiatives ($11.1m)

Access to Contingencies

Chief Information Officer ($1.679m)

[2] The Adjustment of Prior Year Accrual of $3.121 million is a reversal of accruals in the previous year.

Appendix A: Contact Information and Hyperlinks

Contact Information

Department	Telephone	Website or Email
Freedom of Information and Protection of Privacy	**In Victoria:** 250 356-1851	http://www.cio.gov.bc.ca/cio/priv_leg/index.page
Government Chief Information Officer	**In Victoria:** 250 387-0401	http://www.cio.gov.bc.ca/
Information Access Operations	**In Victoria:** 250 387-1321	http://www.openinfo.gov.bc.ca/
Service BC	**In Victoria:** 250 387-6121 **In Metro Vancouver:** 604 660-2421 **Elsewhere in B.C.:** 1 800 663-7867	http://www.servicebc.gov.bc.ca/
Premier's Technology Council	**In Victoria:** 250 356-1894 **In Metro Vancouver:** 604 827-4629	Premiers TechnologyCouncil@gov.bc.ca

Additional Information

Listing of Ministry Legislation
www.leg.bc.ca/PROCS/allacts/LCSOG.htm

British Columbia's Technology Strategy Document
http://www.bcjobsplan.ca/wp-content/uploads/TechnologyStrategy2012.pdf

Citizens @ the Centre: B.C. Government 2.0 Document
http://www.gov.bc.ca/citz/citizens_engagement/gov20.pdf

BC Jobs Plan
http://www.bcjobsplan.ca/

Appendix B: List of Crowns

Crown	Telephone	Website or Email
BC Innovation Council	**In Metro Vancouver:** 604 683-2724 **Elsewhere in B.C.:** 1 800 665-7222	http://www.bcic.ca/
Knowledge Network Corporation	**In Metro Vancouver:** 604 431-3222 **Elsewhere in B.C.:** 1 877 456-6988	http://www.knowledge.ca/

Appendix C: Minister's Mandate and Actions Summary

In the Premier's annual Mandate Letter to the Minister dated June 10, 2013, the Minister of Technology, Innovation and Citizens' Services received direction on strategic priorities for the 2014/15 fiscal year. These priorities and the ministry's resulting actions are summarized below:

Mandate Letter Direction	Ministry's Action
1. Balance your ministerial budget in order to control spending and ensure an overall balanced budget for the province of British Columbia.	Through active and ongoing management and monitoring, the ministry balanced its ministerial budget.
2. Expand the BC Training Tax Credit program to include co-op and placements in small technology firms.	Developed a multi-year co-op grant program based on industry and academia feedback, with funding authorized for a two-year program.
3. Work with the BC Technology Industry Association to encourage the federal government to adopt the provincial Small Business Venture Tax Credit program, which would double the tax credits available for B.C. firms.	The provincial Ministry of International Trade has followed up with Finance Canada to provide additional information on the program and is awaiting response.
4. Expand the value of the Small Business Venture Tax Credit program by an additional $5 million in 2015/16.	Announced in Budget 2015 that there is a $3 million increase to the Small Business Venture Tax Credit program for 2015/16, maintaining the total credit at $33 million for an additional year.
5. Maximize the use and report out on successes of the Strategic Investment Fund, held by TELUS.	Contributions to the fund are accumulating as projected, and expenditures for the year were within the annual budgeted amount. Two information technology initiatives that will provide positive impacts for British Columbians are in the project development phase.

6. Ensure the successful implementation of the BC Services Card and report to Cabinet on the rollout and uptake of the program.	More than two million BC Services Cards (BCSC) have been issued to citizens. The next steps are (a) onboarding services to the BCSC Authentication Service and, (b) expanding Card usage to access onboarded services. The Land Title & Survey Authority of BC is on track to be the first pilot service to integrate to the BCSC. The Ministry of Advanced Education and Ministry of Finance are in the process of becoming early adopters.
7. Work with our post-secondary institutions to ensure that more of the innovative ideas created on campus are put on the track to become successful, commercial ventures.	UBC Okanagan initiated the collation of an inventory of assets including universities, colleges, accelerators, industry and businesses in the interior corridor from Kelowna to Prince George. The latest addition to the BC Venture Acceleration Network[3], with the help of the Ministry of Agriculture, was an agri-foods accelerator in the Fraser Valley. This brings the total number of partner organizations to 13. A joint Ministerial letter addressed to post-secondary institutions established new priorities for the BC Knowledge Development Fund, including a list of priority sectors and the requirement to show potential for commercialization, talent development, and job creation.
8. Thoroughly examine total government spending on innovation and research and recommend to Cabinet ways in which those funds can be re-deployed within the sector resulting in additional commercialization and job creation.	In April 2014, the Deputy Minister's Council on Innovation and Research formed to review the report on government-wide research and innovation spending from 2012/13 findings, and make recommendations to Cabinet. It is currently examining research and innovation spending policy in other jurisdictions to inform deliberations on recommendations to Cabinet.

[3]The BC Venture Acceleration Network is a province-wide alliance of not-for-profit organizations funded by the BC Innovation Council to deliver the BC Venture Acceleration Program and inspire their communities to start and grow tech companies.